

## ABSTRACT

A rule-based search engine is used in conjunction with an automated network-based workflow system (which in turn is interfaced with an organizational database) to efficiently  
5 determine service routing requests from users/clients. The search engine employs search techniques adapted for use with multi-dimensional tree structures that define the matrix organizational model. Workflow services are preferably represented by roles that can be used to represent workflow actors in the workflow routing rules. These roles are preferably evaluated at run-time to best match recipients depending on the organization context from  
10 which the routing request is made.